



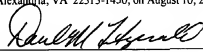
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PATENT
17207-00009

THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of: Nabe et al. :
Serial No.: 09/828,414 : Group Art Unit: 2164
Filing Date: April 6, 2001 :
For: METHODS AND SYSTEMS FOR :
CUSTOMER RELATIONSHIP :
MANAGEMENT :

CERTIFICATE OF MAILING

I certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on August 10, 2004.


Daniel M. Fitzgerald, Reg. No. 38,880

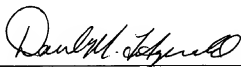
STATUS REQUEST

Commissioner For Patents
P.O. Box 1450
Alexandria, VA 22313-1450

SIR:

The above-identified patent application was filed on April 6, 2001. Since that time, nothing has been received indicating action on this application. We respectfully request a status inquiry on the above-identified patent application. A copy of this request is enclosed for the purpose of reporting the results of the status inquiry.

Respectfully submitted,


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